MMS
Mail Management Services

Veterans Benefits Administration

*Quick*Submit

User Manual

Version 3.5

Prepared by:

Team GovernmentCIO

101 Constitution Ave, Suite 100 West

Washington, DC 20001

Revision History

Date	Version	Change Description	Author
12/17/2021	1.0	Initial Draft	QS Team
1/14/2022	2.0	Administrative Function Updates	QS Team
1/18/2022	2.1	Update for Login Graphic, Confirmation message, and Admin Users tab.	QS Team
2/9/2022	2.2	Update for Admin Users to edit users' information and updated screen shots.	QS Team
3/4/2022	2.3	Update for Admin Users to deactivate users.	QS Team
3/11/2022	2.4	Update to add Supervisor Users	QS Team
4/6/2022	2.5	Updated Screenshots	QS Team
4/21/2022	2.6	Remove Contractor from Employee/Contractor	QS Team
7/19/2022	2.7	Update to catch up to development changes since 4/21/2022.	QS Team
8/10/2022	2.8	Updated screen shots for Edit Profile screens (emails can now be edited) and the Veteran Registration (can confirm File Number) and Veteran Family Member Registration screen shots (color changed).	QS Team
9/19/2022	2.9	Updated screen shots for Handheld Device updates.	QS Team
10/16/2022	3.0	Added DU Data Archive functionality.	QS Team
12/29/2022	3.1	Updated for change to login page to go directly to SSOe login. Added phone number to Veteran Registration section.	QS Team
1/29/2023	3.2	Add updates for eComm functionality.	QS Team
1/29/2023	3.3	Update for typos	QS Team
2/19/2023	3.4	Update Screen Shots for Admin functionality.	QS Team
3/1/2023	3.5	Update for 508 Compliance	QS Team

Table of Contents

Figures

1   Introduction

The *Quick*Submit application replaces Direct Upload (DU) to provide Veteran Business Partners, Veterans, Veteran Family Members, and VA Employees, with the ability to upload Veteran evidence electronically, making it the fastest and most proficient way to submit Veteran evidence to the VBA Claims Intake Center. *Quick*Submit provides an efficient alternative to faxing or mailing documents to the Claims Intake Center. *Quick*Submit also provides an audit history of all material uploaded to Digitized Mail Handling Service (DMHS) improving both Veteran and employee experiences by enabling claim evidence materials to be electronically accessible for immediate processing.

Starting with a limited user group and expanding over time, electronic communications will be available. A select group of users may enroll to receive their Claims Benefits letters via *Quick*Submit (they will also be mailed).

The *Quick*Submit application is a modernized, flexible platform. It uses the latest technologies and human centered design to improve the user experience, facilitate the submission of Veteran evidence, reduce upload errors, and improve processing time.

2   Accessing *Quick*Submit

*Quick*Submit may be accessed from AccessVA Home (https://eauth.va.gov/accessva/), by selecting a user role (Veteran, Family Member, VA Business Partner, VA Employee) and clicking on the *Quick*Submit icon.

Figure 1: Access VA login

You may also enter directly using the URL https://digitization.gcio.com/va/upload/. Both will take you to the Single Sign On External (SSOe) authentication screen. The two most common sign in partners for *Quick*Submit are the VA Personal Identification (PIV) card or using an ID.me account.

2.1   Single Sign-On for Veteran, Veteran Family Member, VA Business Partner, and VA Employee Users

Select the type of authentication applicable and follow the instructions. To view uploads from Direct Upload (DU) in *Quick*Submit, login using the **same sign in method** as used previously for DU.
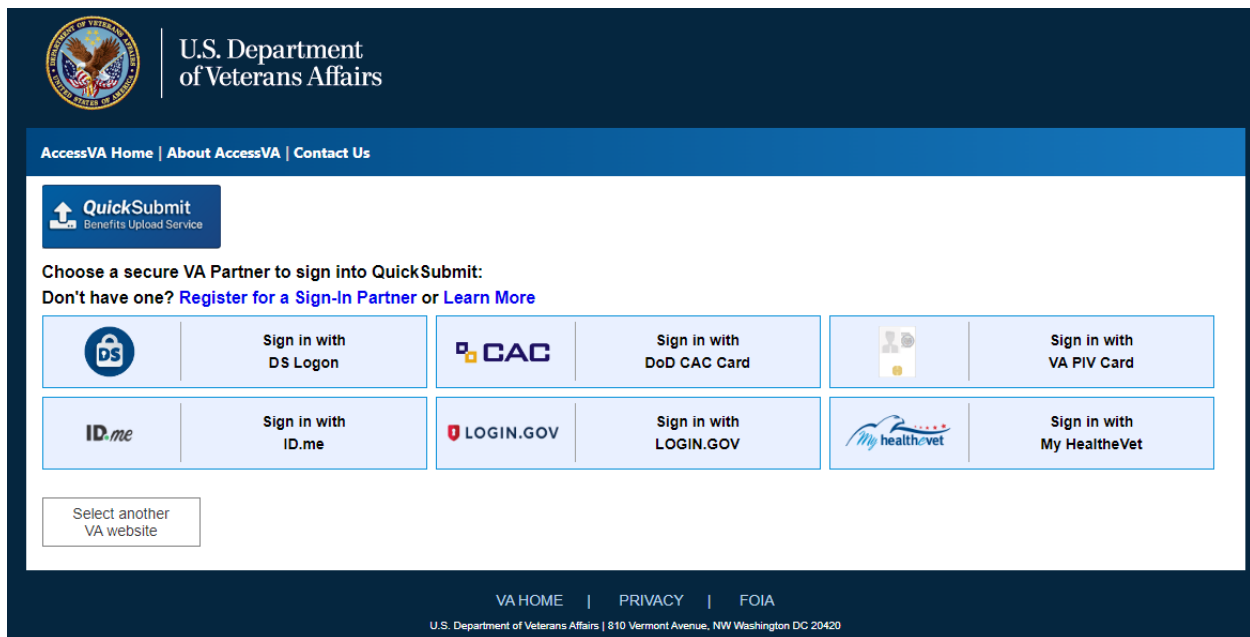

Figure 2: *Quick*Submit Login Screen

If you do not have a Sign in Partner, select "Register for a Sign-in Partner" and the system will guide you through the process to create one.

After the authentication process is complete, if you have an active *Quick*Submit account, you are directed to the *Quick*Submit landing page. Otherwise, you are directed to the User Registration page to select your user type and enter your registration information.

2.2   Initial User Registration and Identification

As a new user, you are required to register during your first sign-on attempt. Registration is a one-time event and future logins will automatically take you to the *Quick*Submit landing page.

To register, select the appropriate User Type on the User Identification screen: Veteran, Veteran Family Member, VA Business Partner (e.g., officer, private attorney, or agent), or VA Employee. The VA Employee option is only available for a VA PIV sign in.
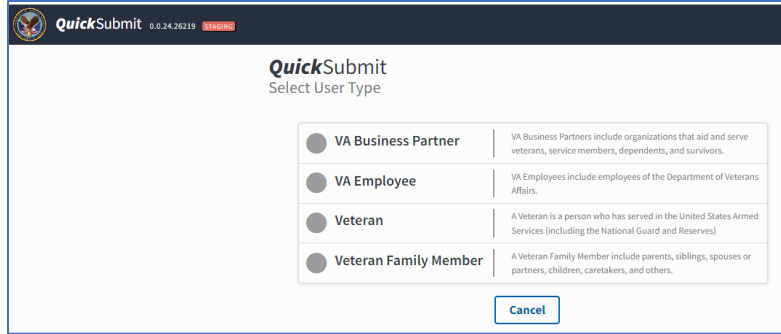
Figure 3: Select User Type Screen

2.2.1   VA Business Partner

If your user type is VA Business Partner, you must select a Role and one or more Organizations. The system restricts the user from proceeding further if the required fields are not entered.

If applicable, enter an Accreditation Number. Accreditation Numbers are between 4–6 numerical characters.

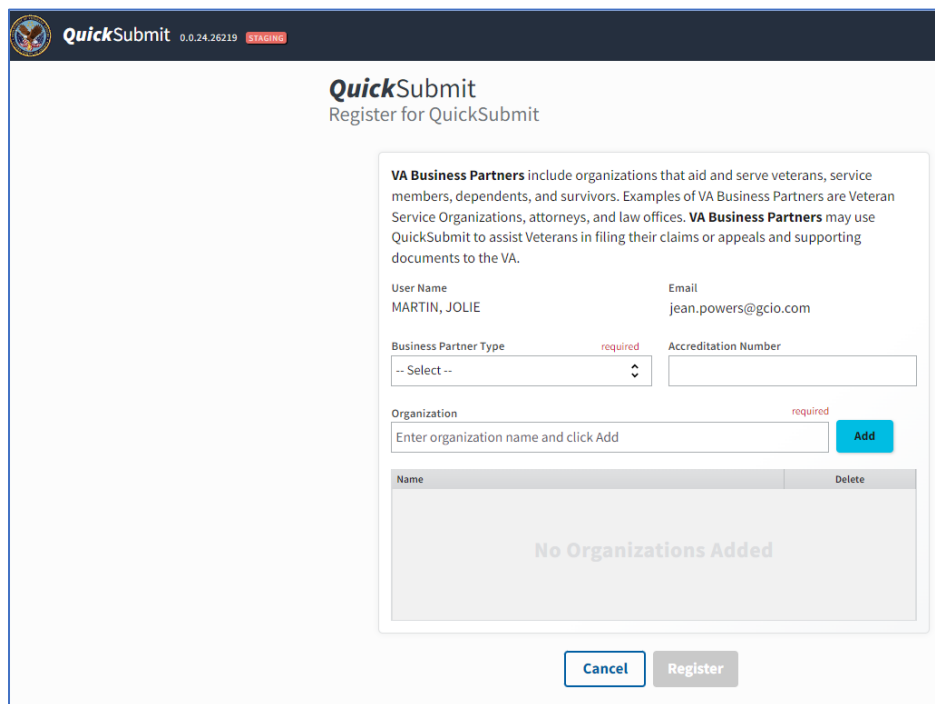Figure 4: VA Business Partner Registration screen

Select your organization from the drop down list and select the Add button to create your list of organizations. If your organization is not in the drop-down options list, type the organization's name and click the Add button. The new Organization is added to the listing.
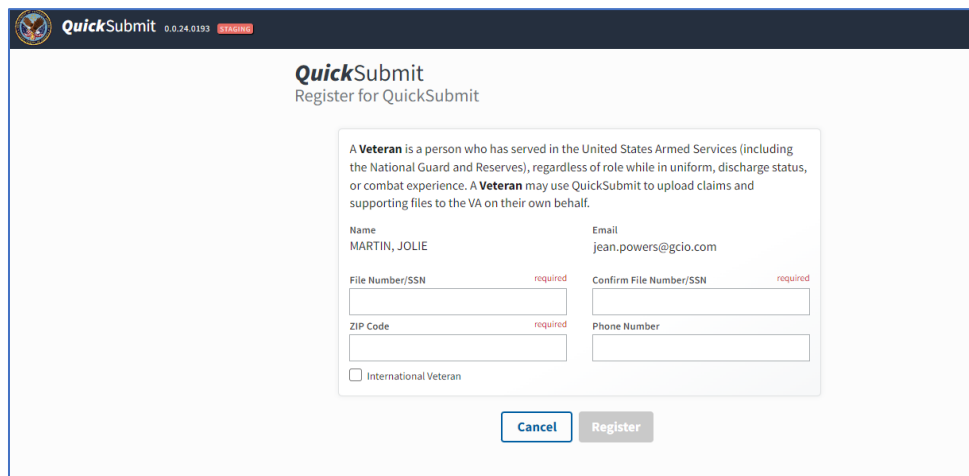
To remove an organization from your list, use the trash can icon next to the Organization name.

Once all information is entered, select the Register button to complete the registration process.

Select the Cancel button to stop the action and navigate back to the previous step.
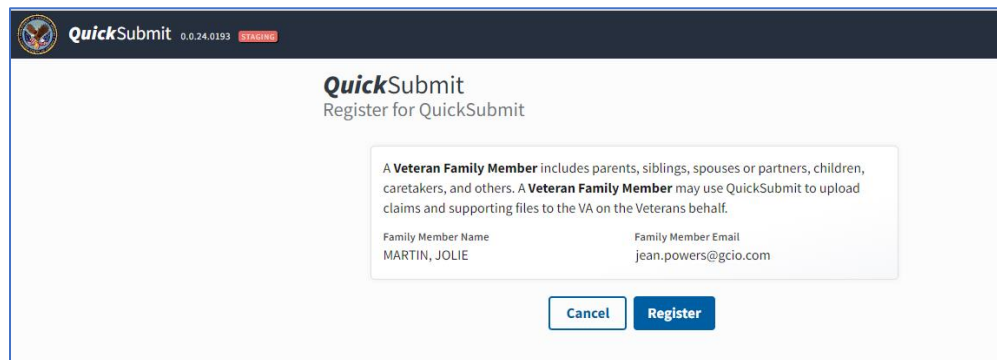
2.2.2   Veteran or Veteran Family Member

If your user type is Veteran or Veteran family member, check that your prepopulated name is correct. Veterans also enter File Number and a confirmation of their File Number to ensure accuracy as well as ZIP code. Phone number is an optional entry. If the File Number already exists in *Quick*Submit, a message will display to inform the user and ask them to contact the help desk. Select the Register button to complete the registration process.

Figure 5: Veteran Registration Screen

Figure 6: Family Member Registration Screen

2.2.3   VA Employee
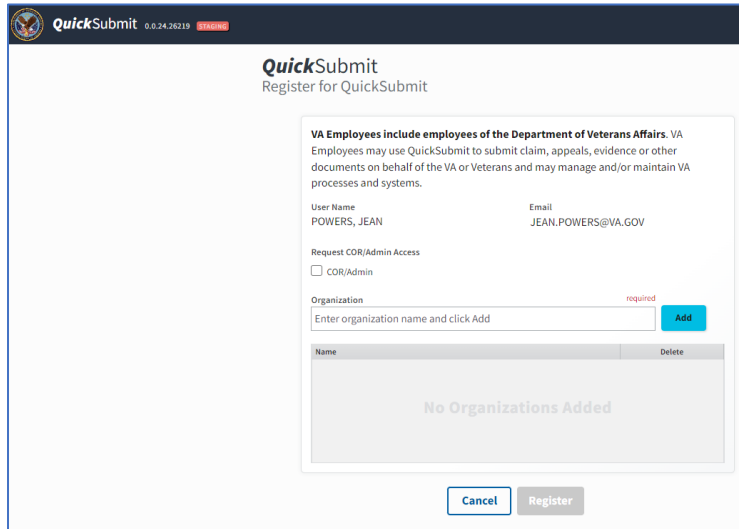
VA Employees must have PIV credentials and may only login and register for *Quick*Submit using a VA PIV card through SSOe and selecting the Sign in with PIV Card option. The username and email displays.

Select the Contracting Officer's Representative (COR) Admin check box if you need Admin privileges. If the COR/Admin check box is selected, a reason for COR/Admin Access Request is

required. Once all information is entered, select the Register button to complete the registration process. You will have immediate access to the system as an Internal Employee.

If you have selected COR/Admin user, the request is sent into an approval queue. After the request is reviewed by a COR/Admin user, you will receive an email informing you that the request has either been approved or denied.

- If approved, you will have COR/Admin access upon entering *Quick*Submit.
- If denied, you will have Internal Employee level access.

Figure 7: VA Employee Registration Screen

Once registered, VA Employees may login using their PIV credentials through external login and selecting Sign in with VA PIV Card.

2.2.4   Users eligible for eCommunications

Users for any user role that are Veterans with a VA File Number that can be verified from Single Sign On external (SSOe) authentication and have been selected to receive eCommunications have the option to opt-in to eCommunications when they register.

A checkbox will be displayed on the registration page for the user to opt-in to receive their benefits letters through *Quick*Submit as well as by mail.

Figure 8: eCommunications opt-in

If the user selects the check box to Enroll in eCommunications, they will be enrolled and their eCommunications status will be "Pending" until the enrollment process completes. It may take up to five minutes to enroll and fifteen to receive letters if any are available. Letters are retrieved from up to 30 days prior to enrollment.

Once enrolled the eCommunications tab will display and when selected, show a list of available letters. If letters are available, an email will be sent to the user and a notification will display in the Notifications section of the Home page.

3   *Quick*Submit Landing Page

The *Quick*Submit application allows you to securely transfer electronic claim documents and information directly into the CM Portal for immediate processing before final documentation is forwarded to the Veterans Benefits Management System (VBMS).

*Quick*Submit also allows you to view a list of files that you have submitted. The Landing page defaults to displaying the list of your uploads, but you may navigate to the upload page, view notifications, access help documents, or logout.
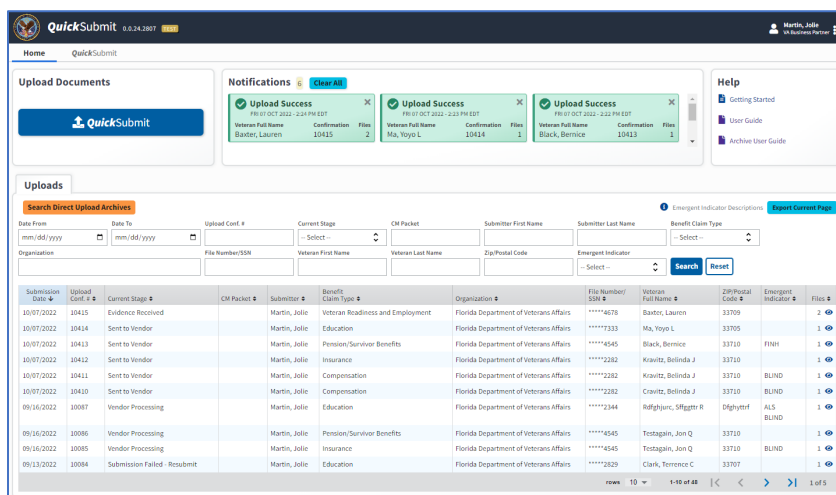
Figure 9: *Quick*Submit Main Page

3.1   Help

Three help links are provided. The Getting Started link, the User Guide links, and the Data Archive User Guide link.

1. The Getting Started link opens a window with quick reference instructions for a new user to help with basic navigation and screen functions.
2. The User Guide link opens a detailed document describing the *Quick*Submit functionality.
3. The Data Archive User Guide link opens a document with information about how to access files that were uploaded in DU from within *Quick*Submit.

*Quick*Submit User Manual

3.2   User Profile

Select the ellipses next to the username and choose User Profile to view current profile information.
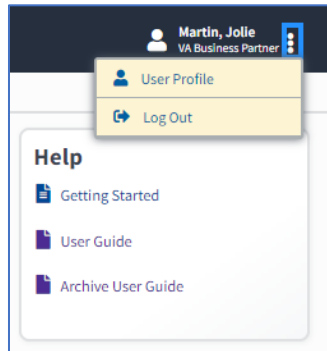
Figure 10: Select User Profile

Select the Edit Profile option to edit your profile information. All user types can edit their profiles.

- A Veteran Family Member can edit their Email Address.
- Veterans can edit their ZIP Code and Email Address.
- VA Business Partners can edit the Accreditation Number, Business Partner Type, Email Address and Organizations.
- Employees can update their organization and request or remove COR access. If they edit their Email Address, it must end in @va.gov.
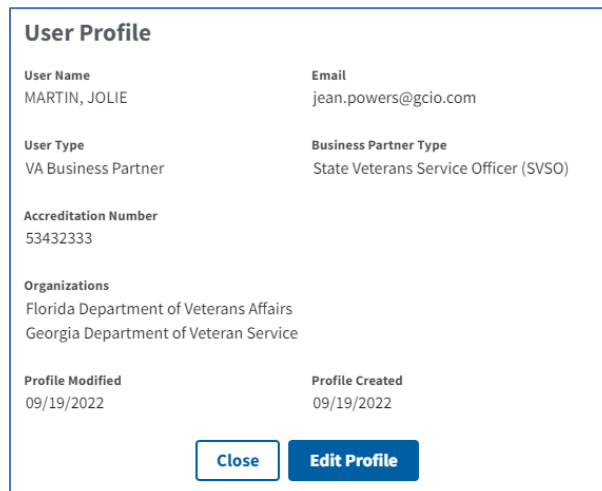
Figure 11: User Profile Screen for a VA Business Partner

Figure 12: Edit User Profile Screen for a VA Business Partner

Enter changes and select the Save Changes button to save changes or the Cancel button to return to the User Profile screen without saving the changes. If the Email Address was updated an email notification will be sent to the old email address as well as the new email address as a security check.

3.2.1   Users Eligible for eCommunications

Users for any user role that are Veterans with a VA File Number that can be verified from Single Sign On external (SSOe) authentication and have been selected to receive eCommunications have the option to opt-in to eCommunications when they register.

A checkbox will be displayed on the Edit User Profile page for the user to opt-in to receive their benefits letters through *Quick*Submit as well as by mail.

Figure 13: Edit Profile Opt-in to eComm

If the user selects the check box to Enroll in eCommunications, they will be enrolled and their eCommunications status will be "Pending" until the enrollment process completes. It may take

up to five minutes to enroll and fifteen to receive letters if any are available. Letters are retrieved from up to 30 days prior to enrollment.

Once enrolled, the eCommunications tab will display and when selected available letters will be listed. If letters are available, an email will be sent to the user and a notification will be displayed in the Notifications section of the home page.

To unenroll from receiving letters through *Quick*Submit, uncheck the box to Enroll in eCommunications.

The status to unenroll will be pending until the process is complete and may take up to five minutes.
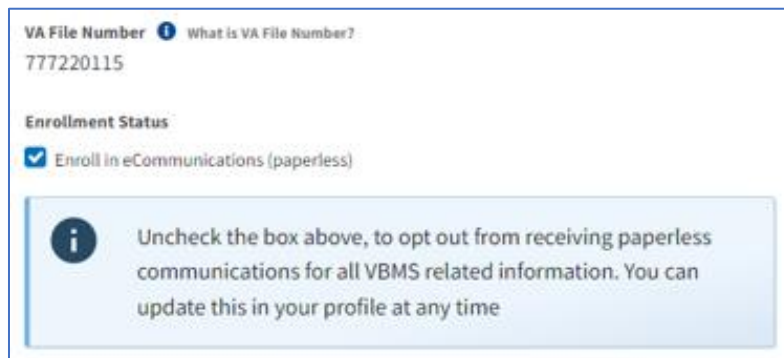
Figure 14: Edit Profile Opt-out of eComm

Once unenrolled, the eComm tab will no longer display. The user may choose to enroll/unenroll by checking or unchecking the Enroll in eCommunications check box and selecting the Save Changes button.

3.3 Notification Section

The Notifications Section displays the status of the most recent uploads.
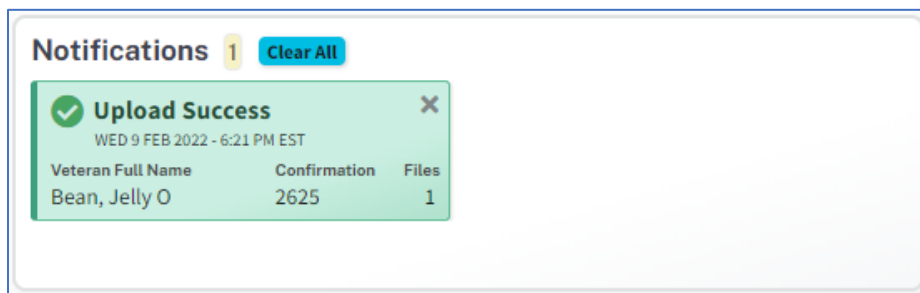
Figure 15: Notifications Panel

3.4 Logout

Select the ellipses next to the username and choose "Logout" to disconnect. The system automatically ends the session after **30** minutes of inactivity.

4   Upload Documents

The *Quick*Submit application transfers claim documents and information directly into the Central Mail Portal (CM Portal) for preliminary processing.

Documents should be submitted for one (1) Veteran (Veteran File Number entered) per Upload. To ensure a successful submission, remove password protection (if applicable) so documents are accessible. Also, do not submit documents with multi-layered properties, regardless of type (Microsoft Word, PDF, or image) as the document will be rejected.

4.1   The Upload Screen

The Upload Screen includes three sections:

1. Veteran Information
2. Submission Information
3. Attach Files

Click the Submit button after entering all required information. Required fields are marked 'required' for easy identification.

All attached document files <u>must conform </u>to the following criteria:

1. **A maximum of 30 files can be uploaded**
2. **Allowed file types: PDF, DOC/DOCX, JPG/JPEG, TIF/TIFF, PNG,**
3. **Recommended resolution is 300dpi**
4. **The maximum allowed file size is 200mb**
5. **File Names must be Letters and Numbers and not contain special characters such as ([!@#$%^&*()+\=\[\]{};~`\':\"\\|,<>\/?]+_\-**

Failure to follow these instructions may result in a Submission Rejection Notification after the Automated Submission Review.

Figure 16: Upload Screen for a VA Business Partner with No Files Uploaded

4.1.1   Veteran Information

The Veteran Information section is displayed on the left side of the screen (Figure 16, Section 1). This section includes Name, File Number, Zip Code. Enter the required information.

- Veterans - this section is prepopulated and not editable.
- VA Business Partner and Employee - the Emergent Indicator field is available for selection to ensure that documents are processed in the priority order.

Figure 17: Veteran Information for VA Business Partner or VA Employee

Figure 18: Veteran Information for a Veteran or Veteran Family Member

4.1.2   Submission Information

The Submission Information section is displayed on the right side of the upload screen (Figure 16, Section 2). For the VA Business Partner or VA Employee, this section includes the Organization and Benefit Claim Type.

Select the organization represented and the appropriate Benefit Claim Type to ensure accurate routing of the documents submitted.

Figure 19: Submission Information for a VA Business Partner or VA Employee

For the Veteran or Veteran Family Member, the Submission Information section only has the Benefit Claim Type. Select the appropriate Benefit Claim Type to ensure accurate routing of the documents submitted.

Figure 20: Submission Information for a Veteran or Veteran Family Member

4.1.3   Attach Files

The Attach files section is at the bottom of the screen (Figure 16, Section 3). One (1) or more documents must be attached to submit the Upload. There are two (2) methods to Attach Files:

1. Click the 'Choose Files to Upload' and select the appropriate documents.
2. Click the Open button to initiate file transfer or the Cancel button to exit the window. Drag one (1) file or multiple files from the computer or designated folder in File Explorer and release them in the Drop Files Here box.

All attached files appear in the File Name listing. Confirm there are no missing documents.

🗑 Click the trash can icon to delete unwanted files..

👁 Click the eye icon to preview the files of type .PDF, .DOC ,DOCX, .JPG/.JPEG, .TIF, .PNG in the document viewer. The first five pages are available for viewing.
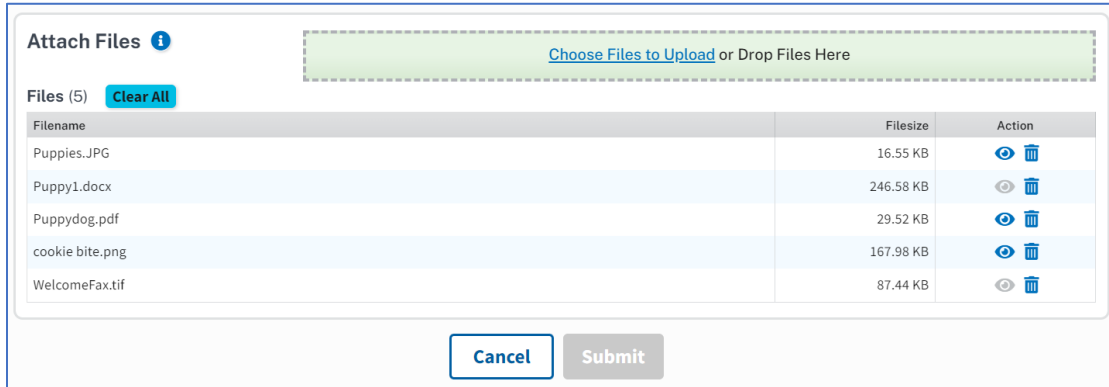

Figure 21: Attach Files for VA Business Partner or VA Employee

The Veteran or Veteran Family Member have an informational message that encourages them to contact a Veteran Service Organization for help in preparing their documents.
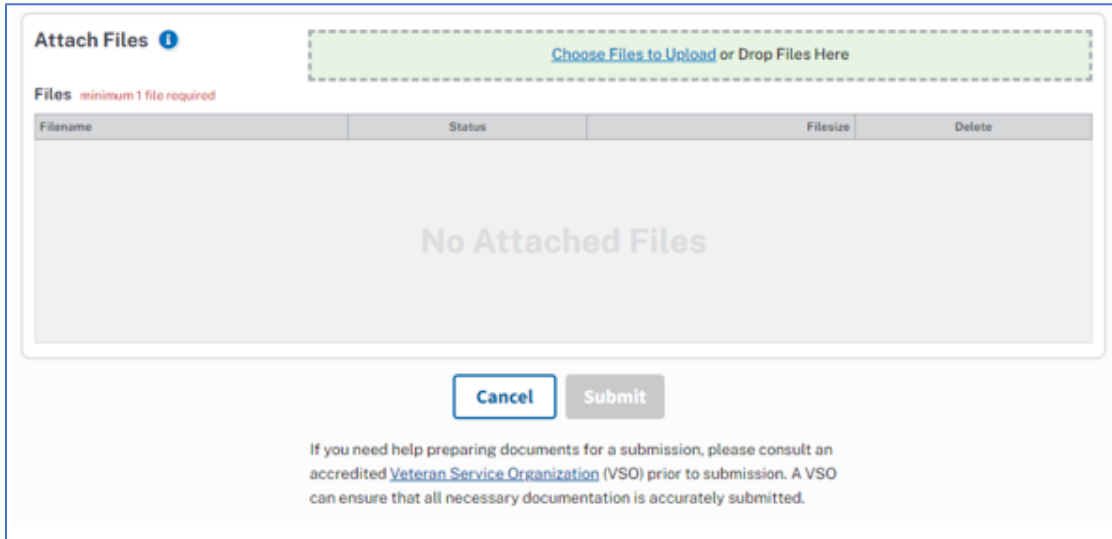

Figure 22: Attach Files for Veteran or Veteran Family Member

The Submit button is disabled until the required criteria has been entered and at least one file has been attached. Clicking on the submit button completes the upload. The Cancel button removes the contents in all criteria fields.

A confirmation message appears in the landing page Notifications panel when the submission is successful which includes key submission information.
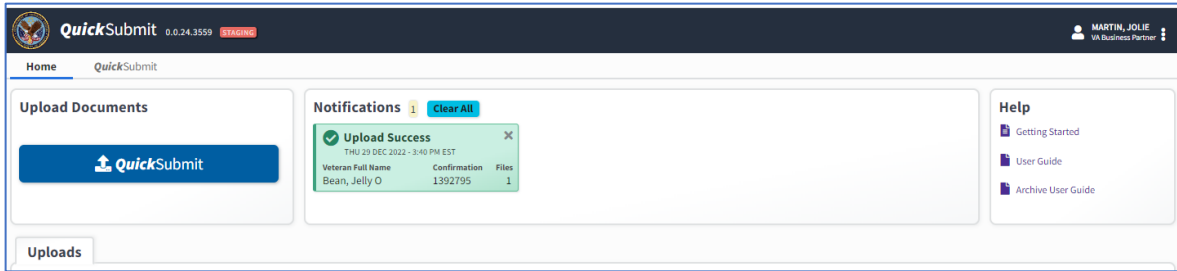

Figure 23: Upload Files Confirmation Message

5   Upload History

The Upload history is available on the Landing Page. All previous uploads are visible in table view. The uploads can be filtered and sorted as desired.

5.1   Upload History Table

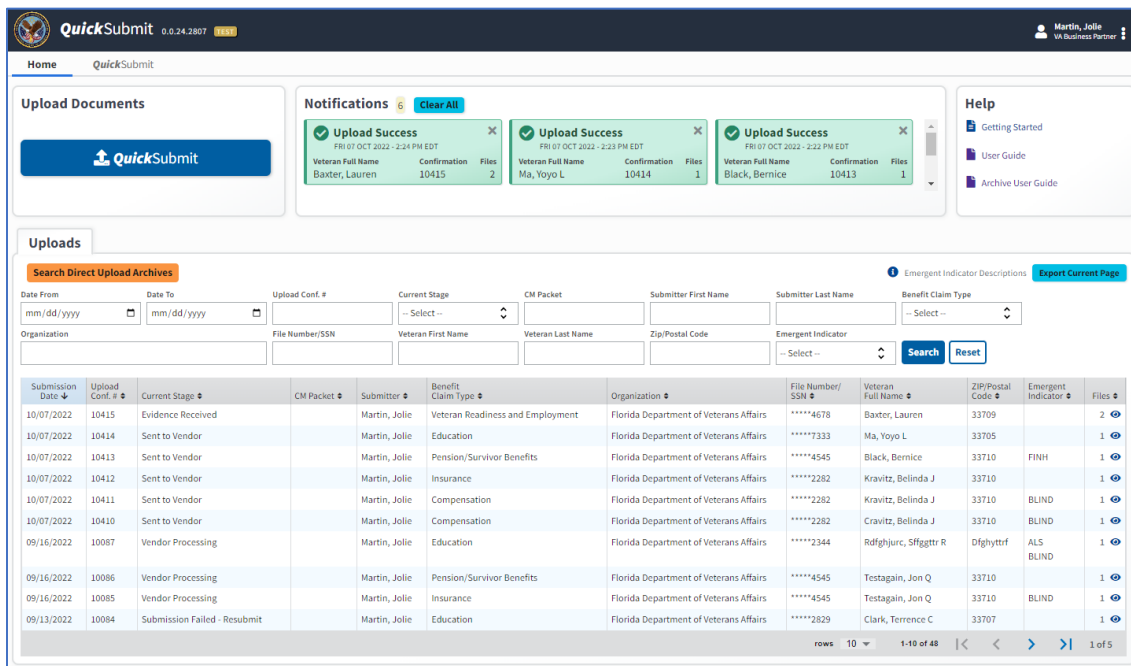The table displays summary information for uploaded packets.

Figure 24: Uploads Grid

There is a "Search Direct Upload Archives" at the top of the Uploads tab that toggles between the *Quick*Submit submissions, and the submissions made in the DU tool (*Quick*Submit replaced DU in June 2022).

After logging into *Quick*Submit, the Uploads tab displays the submissions made from the

*Quick*Submit application. To view the submissions made from the DU tool select the "Search Direct Uploads Archive" button.
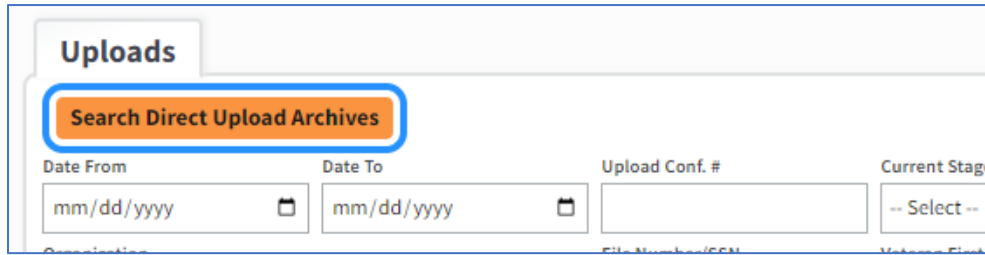

Figure 25: Direct Upload Archives toggle button (Search)

The button will change from orange with "Search Direct Upload Archives" to white "Leave Direct Upload Archives" and an "Archive Mode" indicator will display.
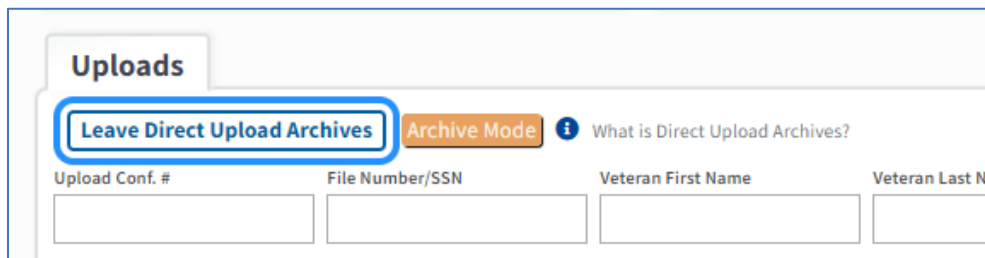

Figure 26: Direct Upload Archives toggle button (Leave)

The displayed records are DU tool submissions, provided DU files exist for the user and the **preconditions** for retrieving them have been met (See section **5.4 Preconditions to view DU Archive Data**).

Both *Quick*Submit and DU Archive grids function the same way.

1. Enter data in any or all the fields.
2. Select the Search button to find the result set.
3. To clear the search criteria, select the Reset button.

The search field function allows all fields to be searched for *Quick*Submit submissions; however, only a limited set of fields are searchable for the DU Archives.

Uploads are sorted based on Submission Date, starting with the most recent date. Date values are calculated to the users' time zone.

The basic packet grid information includes the following columns:

1. Submission Date – Date of submission (sorted by most recent date)
2. Upload Confirmation Number – Unique identifier assigned to the submission
3. Current Stage – The status of the submission

4. CM Packet Number – Unique numerical identifier assigned to the CM Packet created from the corresponding claim submission
5. Submitter – The name of the representative who made the submission
6. Benefit Claim Type – The classification of submissions to facilitate routing within Digital Mail Handling Service (DMHS aka Central Mail Portal.)
7. Organization - Organization associated to the submission to enable look-up
8. File Number/SSN – Unique numerical identifier assigned to each Veteran by the VA
9. Veteran Full Name – Full Name of the Veteran
10. ZIP/Postal Code – postal code associated with the Veteran address
11. Emergent Indicator – The Emergent Situations associated with the documents to enable prioritization of submissions. The abbreviated text is displayed in the grid.
    a. Emergent Indicator Descriptions Icon ( ) – The icon can be used to see the detailed descriptions.
12. Files – Number of files attached to the submission. Select the icon to view the list of files in the packet. From the list, individual files may be selected and viewed or downloaded. Only files of type .PDF, .JPG/.JPEG, .PNG may be previewed in the document viewer. The first 25 pages are available for viewing. If the document is larger than 25 pages, you must download it to view it in its entirety.

5.1.1   The Current Stage of Submission

The Current Stage field identifies the progress of the submission. Below lists the definitions for the various Current Stages.

1. Upload Started – Upload page initiated.
2. Upload Failed – Unable to upload the files.
3. Sent to Vendor – Files have been sent to the processing vendor.
4. Evidence Received – DU claim successfully uploaded and is ready for vendor processing.
5. Vendor Processing – DU claim is converted into a CM Packet by the conversion vendor.
6. Submission Failed - Resubmit- DU claim failed conversion vendor processing for assorted reasons. Resubmit.
7. Available in Mail Portal – Vendor processing is complete, and the packet is available in the CM Portal.
8. Complete – Packet status is finalized.

5.2   Uploads Grid Display Settings

The grid display is flexible and may be changed to show a select number of rows per page.

1. The Rows drop down can be used to toggle between displaying 10, 25, 50 or 100 rows.
2. The < and > arrows can be used to paginate to desired pages to view previous uploads.

5.2.1 Results Grid Sorting

Each column can be sorted by clicking on the header to organize the column contents with the highest/newest entry first and the lowest/oldest entry last. The Downward Sorting Arrow reverses the listing with the lowest/oldest entry first and the highest/newest entry last.

Click immediately after the column name (right side) to reveal the Upward and Downward Sorting Arrow icons. The Results Grid rows automatically reconfigure based on the column order selection.
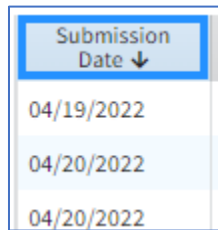

Figure 27: Sort Column Example

5.3 Export Current Page

The user can use the 'Export Current Page' button to export the upload history displayed on the current page (up to 100 rows). Clicking on the Export Current Page button saves the list of uploads on the current page into a file (in .CSV format) on the desktop.
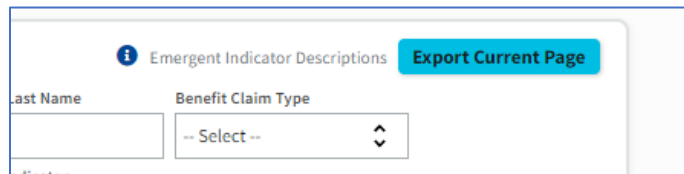
Figure 28: Export Upload History for the Current Page

5.4 Preconditions to view DU Archive Data

To view your DU uploads, the following preconditions apply:

1. You previously uploaded files in the DU tool.
2. Your signed in to *Quick*Submit using the **same sign in partner** used for DU (e.g., ID.me, VA PIV or DoD CAC).
3. Your sign in First name Last name, and email have remained unchanged with your sign in partner used when you accessed DU.
4. If you select a different sign in partner, you will get into *Quick*Submit, but **you will not** see your documents. Sign out and sign in with the same sign in partner that you used for DU. Only ID.me, VA PIV, or DoD CAC were allowed for DU.
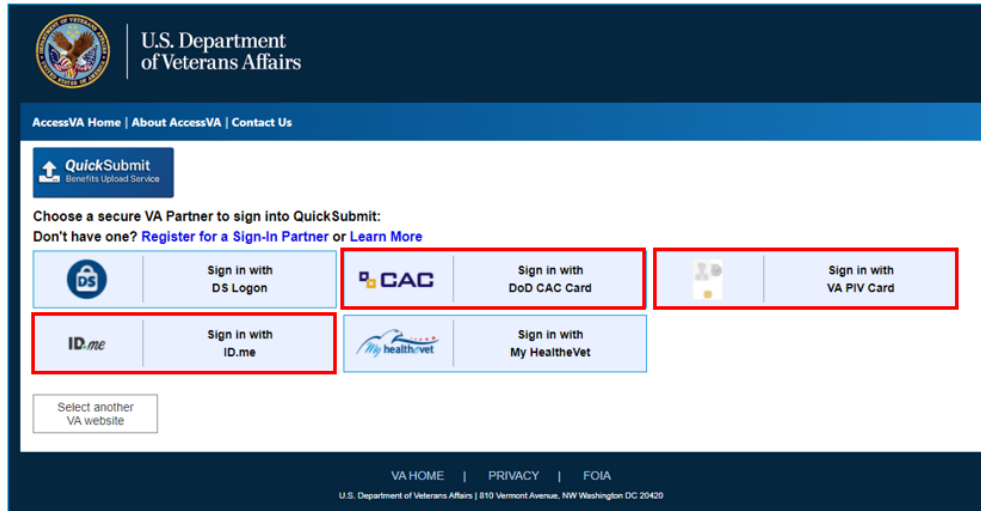
Figure 29: Sign in partner page

If you are still not able to see your DU uploads, please contact Business Transformation Services (BTS) team (formerly the Veterans Claims Intake Program [VCIP)] team) at VCIP.VBACO@va.gov.

5.5   eCommunications Tab

Selected users that are Veterans with VA File Numbers that are verified through the sign in authentication and have opted-in to eCommunications through registration or the Edit Profile page will see the eComm tab.

The eComm table displays information about the letters available to the user. Letters are retrieved for the users VA File Number and matched on their First Name, Middle Name, Last Name, Street, City, State, and Zip Code. Matching is performed to ensure users only see their own letters.
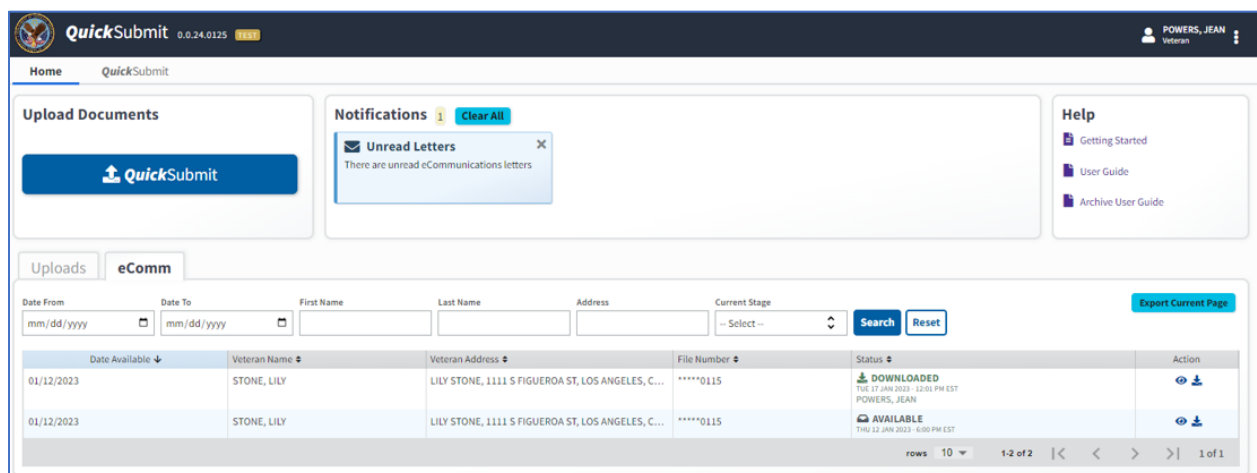
Figure 30: eComm Tab

The following fields are displayed for each letter:

1. Date Available - date letter added to *Quick*Submit,
2. Veteran Name - Last Name, First Name Middle Name,
3. Veteran Address - Recipient address,
4. File Number - Veteran File Number,
5. Status - Status if letter is Available, has been Viewed, or Downloaded,
6. Action - to View or Download a letter.

Select the ⊙ icon to view the letter in the document viewer. Only the first 25 pages are available for viewing. If the letter is longer than 25 pages, download the document to view the entire document.

- If the letter is viewed in the document viewer, the status will change to VIEWED and the username and date viewed displays.
- If the letter is downloaded, the status will show DOWNLOADED with the username and date of download.
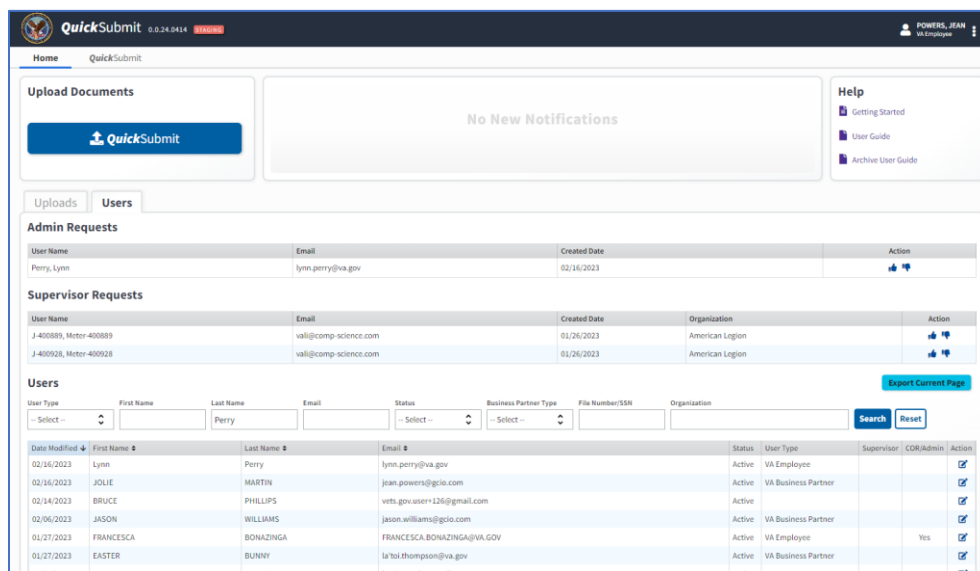
The status will remain as the first VIEWED or DOWNLOADED username and date and not change even if subsequently viewed or downloaded again.

Search, sort, and export functions are identical to the upload table discussed in Section **5.2 Uploads Grid Display Settings** and **5.3 Export Current Page**.

6   Administrative Functions

6.1.1   Approve Administrative Access Requests

The Administrative user can view the access requests and approve or deny the requests, as necessary. From the Users tab the Admin Requests table lists the users that have requested COR/Admin privileges.

Figure 31: Admin User Request Access Table

The Thumbs-up and Thumbs-down buttons can be selected to approve or deny an access request. When the thumbs up icon is selected the Approve Request page displays for the Admin User to add a Comment and select Approve to provide Admin Access to the selected user.

Figure 32: Approve Admin Access Window

When the thumbs down icon is selected the Deny Request page displays for the Admin User to add a Comment and select Deny, to deny Admin Access to the selected user.

Figure 33: Deny Admin Access Window

6.1.2   Approve Supervisor Access Requests

The Supervisor access approval process is identical to the Admin Access approvals.

The Thumbs-up and Thumbs-down buttons can be selected to approve or deny an access request. When the thumbs up icon is selected the Approve Request page displays for the Admin User to add a Comment and select Approve to provide Supervisor Access to the selected user.

If approved, the user is granted Supervisor privileges and may view all uploads for their organization.

6.1.3   Search and Edit Users

The Administrative User can search users and edit the profile information. Enter search criteria for any or all the search fields and select the Search button to find users.
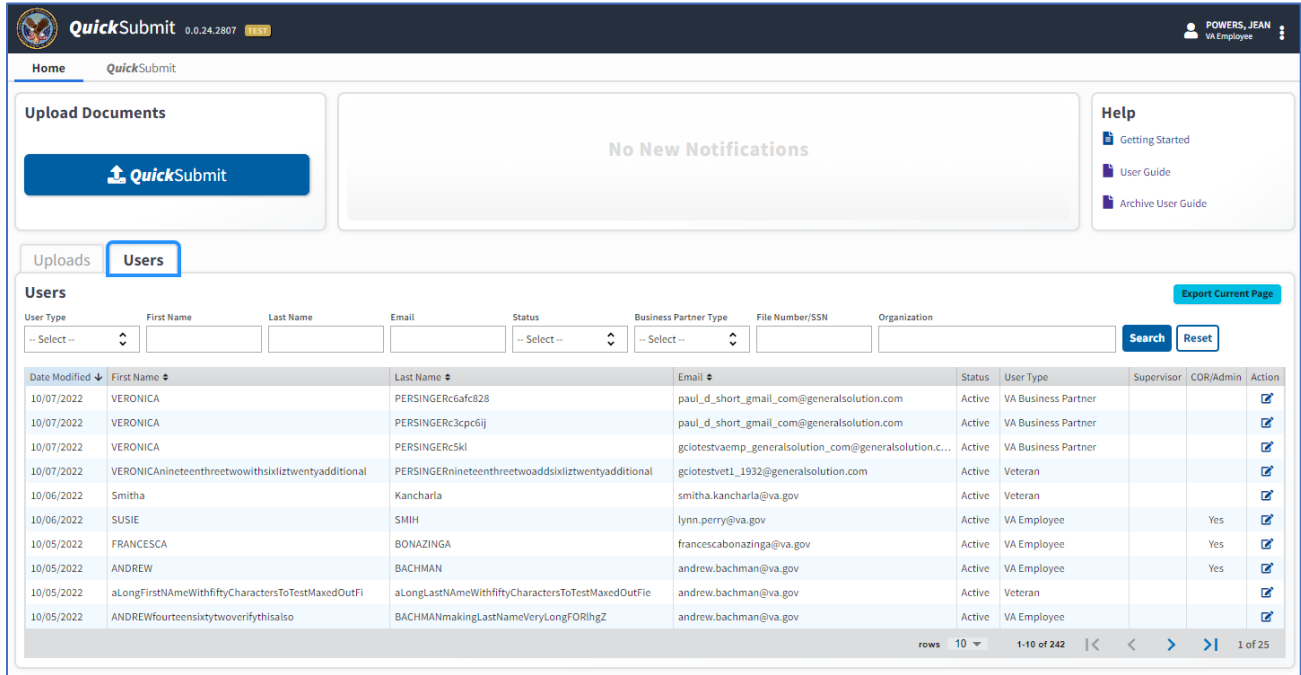

Figure 34: Users Tab

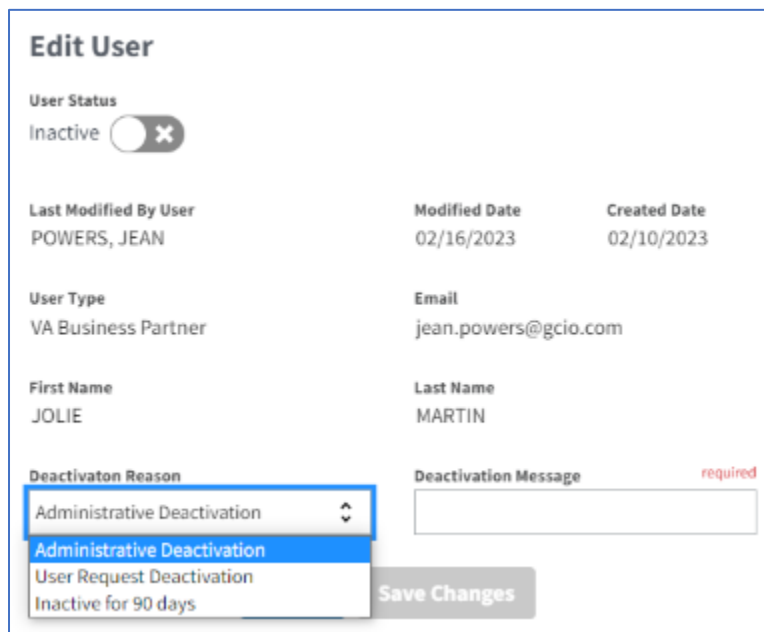Select the edit icon for the User to edit. The Edit User page will display.

Figure 35: Edit User page for a VA Business Partner

The Admin/COR user can inactivate the selected user or change their User Type, Business Partner Type, First Name, Last Name, email, and/or Organizations. Changing the User Type will change the input fields to align with the updated user type.

If the user (any user role) is a Veteran, has a verified file number and has been selected, they may be eligible for eCommunications. If the eligibility criteria have been met, the VA File number will display and the "Eligible Without Conflicts" check box will have a check mark.

6.1.4   Deactivate Users

From the Admin Edit User page, selecting to deactivate a user will display a screen to select a "Deactivation Reason" and enter a "Deactivation Message." The three deactivation reasons available in the dropdown list are "Administrative Deactivation," "User Request for Deactivation," and "Inactive for 90 Days." The system will set a user to "Inactive" if they have not logged in for 90 days.

Figure 36: Edit User Deactivate a User

If the user was deactivated by an administrator, then the next time they attempt to login they will get a message and will not be allowed to login. The message will direct them to contact the VCIP.VBACO@va.gov to request reactivation.
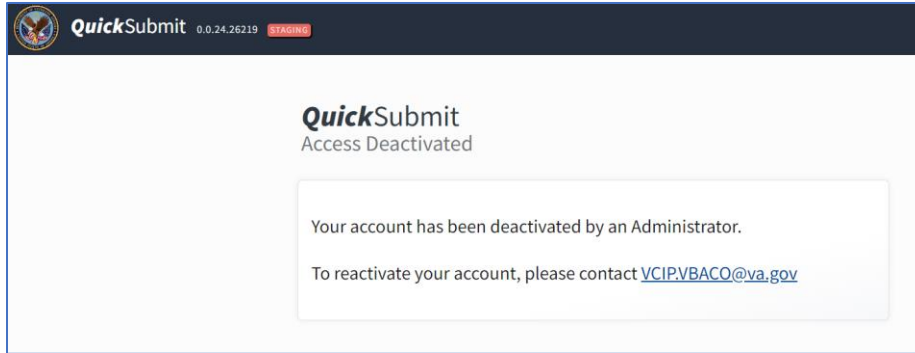
Figure 37: Deactivated by Admin login message

If the user was deactivated by an administrator at their request, then the next time they attempt to login they will get a message and an opportunity to reactivate their account.

Selecting the "Reactivate *Quick*Submit" button will reactivate their account and take them to the *Quick*Submit Home page.
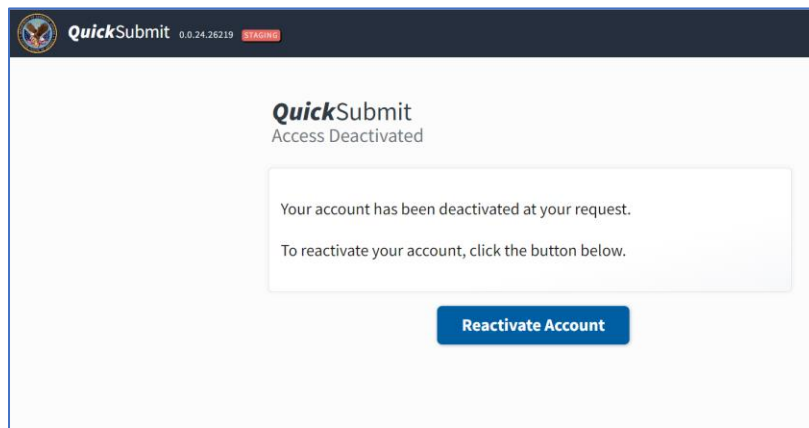

Figure 38: Deactivated by User Request login message.

If the user was deactivated for 90 days of inactivity, then the next time they attempt to login they will get a message and an opportunity to reactivate their account. Selecting the "Reactivate *Quick*Submit" button will reactivate their account and take them to the *Quick*Submit Home page.

*Quick*Submit User Manual
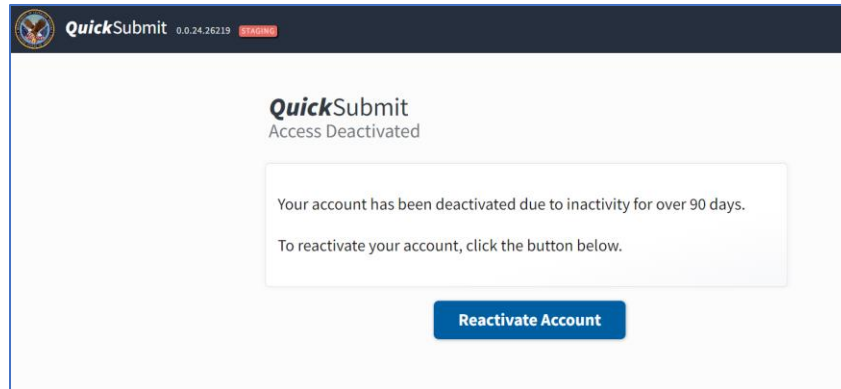
Figure 39: Deactivated by 90 Days Inactivity login message.

7 Submission and Rejection Email Notifications

The *Quick*Submit users receive email notifications for successful submission or rejection of a packet.

7.1 Successful Submission Confirmation Notification

Contact VCIP at the following email address with any questions concerning the DU Submission Confirmation. The Confirmation Number is included in the email.
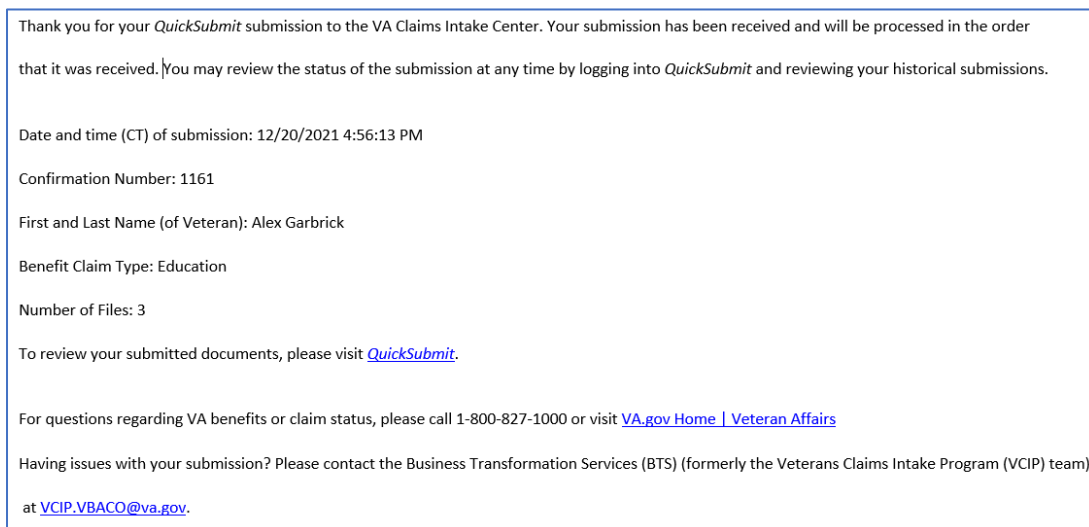
Figure 40: Successful Submission Confirmation Email Example (Test data)

7.2 Submission Rejection Notification

A Submission Rejection Notification indicates that the submission upload was denied by the *Quick*Submit review process.

Submission rejections occur for assorted reasons:

1. Missing documents
2. Attached document files do not meet specified file criteria

3. Inaccessible files (e.g., file corruption or password protection)
4. Files (PDF, JPG/JPEG, TIF/TIFF, or DOC/DOCX) with multi-layered properties
5. Multiple Veterans in one (**1**) submission
6. Security risks (e.g., malware such as a virus, worm, Trojan, or hybrid)
7. Technical difficulties

The Current Stage column in the Results Grid on the View Uploads page identifies the Submission Rejection status (Submission Failed – Resubmit).

Perform the Upload process again. Remove password protection (if applicable) and resubmit ALL required documents for one (1) Veteran (Veteran File Number entered). Confirm there are no missing documents and that attached document files conform to the specified file criteria.

7.2.1   Resubmission Assistance

Submission Rejections must be resubmitted.

If the resubmission attempt fails, contact the VCIP Help Desk for assistance. The Original Submission and unsuccessful Resubmission Confirmation Numbers must be included in the email.

For Issues with submissions, please contact Business Transformation Services (BTS) at VCIP.VBACO@va.gov .

For questions regarding VA benefits or claims status, please call 1-800-827-1000 or visit VA.gov Home | Veteran Affairs.

8   Appendix A – Acronyms

This list contains all acronyms and abbreviations used in this document, along with their definitions.

Acronym/Term	Definition
CM	Centralized Mail
CSP	Credential Service Provider. Authentication service used through SSOi or SSOe to authenticate users logging into QS. Otherwise known as Sign in Partner.
CSV	File extensions used by spreadsheet programs (e.g., Microsoft Excel)
CT	Central Time
DOC/DOCX	DOC is a filename extension; DOCX is an image format
DU	DU is the former electronic submission platform used from 2016 – June 2022. It has since been replaced by *Quick*Submit.
DMHS	Digitized Mail Handling Service

Acronym/Term	Definition
GCIO	GovCIO
JPG/JPEG	Method for digital image compression
Packet	A block data/files transmitted across the network
PDF	Portable Document File
PIN	Personal Identification Number
PIV	Personal Identification Verification
TIF/TIFF	Tag Image File Format
VA	Department of Veteran Affairs
VBA	Veterans Benefits Administration
VCIP	Veterans Claim Intake Program
VBMS	Veterans Benefits Management System
VSO	Veteran Service Organization